

Washington Co. Juvenile and Domestic Relations District Court Family Abuse Protective Order Filing Information

ALERTS:

- ❖ IF YOU ARE IN IMMEDIATE DANGER, CALL 911.
- ❖ If the Court Service Unit or Court is not available, and you are in danger, you may also go to the Magistrate's Office to seek an Emergency Protective Order; the Magistrate's Office is open 24 hours a day, seven days a week.
- ❖ REMEMBER that a Protective Order does not guarantee your safety; it is important to take extra safety measures even if you have this Order.
- ❖ There are people that can help you through this process if you feel overwhelmed or want additional safety advice. Information on how to reach someone who can help you is provided in the "Where else can I get help" section below.

Please Note: In Virginia there are 3 kinds of family abuse protective orders that can protect you and others in your family or home; there are NO FILING FEES for filing a Protective Order petition.

- **Emergency Protective Orders (EPO):** generally last only 72 hours and are usually given by a magistrate or police officer. *If you have an EPO and believe you need longer protection, you must go to the Court Service Unit at the courthouse BEFORE the EPO expires; it is best to go as soon as possible.*
- **Preliminary Protective Orders:** last 15 days or until a full hearing in front of a judge; to receive one, you MUST file a petition at court and go in front of a judge.
- **"Permanent" Protective Orders:** last up to 2 years and are issued by the court after a full hearing where both parties are before the judge.

1. Where is the court located?

Both the Washington County Juvenile & Domestic Relations District Court and the Court Service Unit are located in the Washington County Courthouse and the addresses are:

- Washington County Juvenile & Domestic Relations District Court
187 East Main Street
Abingdon, VA 24210 (First floor of the Courthouse)
- 28th District Court Service Unit
193 East Main Street
Abingdon, VA 24210 (Third floor of the Courthouse)

Enter the Courthouse at the Main Street entrance near the statue.

2. What are the driving directions?

From North or South:

- Take I-81 to Exit 17 to Cummings Street

- Turn right on Cummings Street if coming from I-81 South OR turn left on Cummings Street if coming from I-81 North
- Travel approximately 0.7 miles and then turn right onto West Main Street/US 11
- Travel approximately 0.4 miles and the courthouse will be on your left, at the corner of Main Street and Court Street.

From East:

- Take I-64 West to I-81 South
- Take Exit 17 to Cummings Street and continue to follow the directions above "From North or South."

From West:

- Take Route 460 East to I-81 South
- Take Exit 17 to Cummings Street and continue to follow the directions above "From North or South."

3. Where is parking available?

For both the Court and the Court Service Unit: Parking is available behind the Courthouse and there are also a few parking spaces on the Court Street side of the Courthouse. There is also public parking on both sides of Main Street within walking distance of the courthouse; please note these spaces have time limits.

Additional parking can also be found in the church parking lot of Sinking Springs Presbyterian Church located at the intersection of Main Street and Pecan Street.

For both the Court and the Court Service Unit: Handicap parking spaces are located in the first row behind the Courthouse and several are located immediately in front of the courthouse on Main Street.

4. What bus transportation is available to Courthouse/cost?

Abingdon/Washington County Transit: Mountain Lynx Transit Dispatch can be reached at 276-676-0700 from 8am to 5pm Monday through Friday and is located at 335 Cummings Street, Abingdon, VA. Call dispatch for detailed information or to make a reservation. Additional information is available at <http://www.district-three.org/transit/> Services cost 50 cents each time you board the bus.

Mountain Lynx Transit provides several trips to the courthouse daily within the town of Abingdon.

You can see the schedule here <http://district-three.org/index.php/Town-of-Abingdon/> Mountain Lynx Transit is available for any rider requesting transportation within the town limits. Service is provided Monday through Friday, 8:00 am to 5:00 pm. Exact change or a pass must be presented at time of each boarding. All transit vehicles are wheelchair accessible. The loop bus operates hourly along a flexible-fixed route. You may board the bus anywhere along the route.

Mountain Lynx Transit provides weekly service to various parts of Washington County. You can determine on which day of the week your area is served at <http://district-three.org/index.php/Washington-County/>

To schedule a trip- Reservation line: 276-676-0700 (TTY: Virginia Relay dial 711)
Call the reservation line by 4:00 pm on the last business day before the trip. Be ready to provide your name, telephone number, exact address of your pick-up point, and destination. Let them know if assistance is needed beyond standard curb-to-curb service. You will be given a pick-up time with a 30-minute window. Please be ready and waiting. The bus may arrive 15 minutes prior to or after your pick-up time. The bus driver cannot wait longer than five (5) minutes.

5. What taxi service is available?

There are no taxi services available at this time.

6. What other assistance is available for transportation?

You may contact the Washington County Victim Witness Office at 276-676-4200 or Abuse Alternatives' Outreach Office at 276-628-6940 or their 24-hour Hotline at 800-987-6499.

Assistance will be provided as available. If you are in an Emergency Crisis Shelter, staff from the facility will transport you to Court.

7. Where should I go after passing through security check at the door?

- To file for a protective order, you will need to first go to the Court Service Unit located on the third floor of the courthouse.
 - From the security checkpoint, turn right and either take the stairs to the right or the elevator on the left to the third floor. If taking the stairs, go up two flights, through the door and turn right to the glass enclosed area to reception; from the elevator, walk straight ahead to the glass enclosed area to reception on the right.
- The Juvenile & Domestic Relations District Courtroom and its waiting area are located on the first floor of the courthouse.
 - From the security checkpoint, turn left, go through the door and take the stairs down two flights; at the bottom, turn left down the hallway to the court waiting area and Clerk's Office.
 - For elevator access, from the security checkpoint, go straight down the hallway and use the elevator on the right at the end of the hall. Take it to the bottom floor and turn left out of the elevator through the double doors for the Court waiting lobby and Clerk's Office.

8. What should I do if I do not understand or speak English well?

You need to tell the Intake Officer at the Court Service Unit when you first go to file your petition. The Clerk's Office can then be notified and arrangements made for an interpreter to be present at the hearing.

You can also contact the Victim Witness Coordinator at 276-676-4200 or you can contact the Abuse Alternatives' Court Advocate at 276-628-6940 or their 24-hour Hotline at 800-987-6499.

I-CAN! Virginia (online assistance with protective orders) is available in Spanish. See:

<http://www.courts.state.va.us/courtadmin/aoc/judpln/programs/afapo/home.html>

There are also translation programs available on the Internet for limited assistance.

9. What should I do if I need help with a physical challenge?

Contact the Intake Officer at the Court Service Unit at 276-676-6284 or contact the Clerk's Office at 276-676-6282 and let them know your physical challenge and arrangements can be made with the Deputies at the security check area of the Courthouse to ensure that arrangements to assist you are made.

You may also contact the Victim Witness Coordinator at 276-676-4200 or the Abuse Alternatives Advocate at 276-628-6940 or their 24-hour Hotline 800-987-6499.

10. What should I wear to Court?

- Appropriate dress is required for all parties during the court hearing. Please do not appear in:
 - Shorts
 - Halter or tank tops or low cut tops
 - Hats
 - Exposed undergarments
 - Clothing with vulgar or obscene words or pictures
 - Ripped or torn clothing

No food, drinks or gum are permitted in the Courtroom.

11. What should I bring with me?

- You must have:
 - A full description of what happened that led you to seek a protective order. If you used the I-CAN! Virginia system, bring the Affidavit with you. **YOU NEED THE SAME INFORMATION WHEN YOU GO TO THE COURTROOM.** You will have to tell the Judge what happened that makes you believe you need protection.
 - **PLEASE KNOW:** the person from whom you are seeking protection will receive a copy of both your Affidavit and Petition for a Protective Order when he/she is served.
 - If you are given a preliminary protective order, you **NEED TO KEEP ALL THIS INFORMATION** as you will need it for the full hearing that will have been scheduled. This is when both parties will go before the Judge and

testify about what happened.

- Any prior or existing protective orders you have, **INCLUDING** your Emergency Protective Order, if you have one. Also bring any other court orders you have, including custody orders for any children involved.
- The full name and address of the person from whom you are seeking protection (not a Post Office Box).
- You should also bring with you:
 - **Any photographs or medical records related to the event that led you to ask for a family abuse protective order or anything else you think the Judge needs to know about why you need protection.**

As much identifying information and contact information as possible about the person from whom you are seeking protection. This information is important because law enforcement must find the person and personally serve them in order for the protective order to be in effect. Bring any of the following information about the person that you have:

- Name, nickname, aliases
- Date of birth and social security number
- Addresses and directions for the person's home, work, friends, relatives and places he or she goes a lot
- Home, work, cell phone, and pager numbers
- Description of what the person looks like, including age, height, weight, eye color, hair color, distinguishing marks or tattoos
- Information about weapons the person owns or carries, especially firearms
- Recent photograph of the person
- Mental health or medical conditions
- If you have any prior or existing protective orders and have copies of them, bring them even if they are from another state or other area of Virginia. Always bring Social Security numbers and birth dates for children for whom you are seeking protection.
- The names and full addresses of anyone who witnessed what happened.

12. What should I NOT bring with me?

All persons entering the Washington County Courthouse are screened. This includes all bags, cases and other items being carried.

The Courthouse does **NOT** allow anything that could be used as a weapon, including but not limited to, guns, knives, scissors, knitting needles, and nail trimmers.

You are NOT allowed to bring cell phones into the courthouse OR any

electronic devices, including cameras, pagers, laptop computers, beepers, recording devices, video games, Walkman, I-PODs, MP3 players, DVD/CD players or radios.

- Deputies at the security area will NOT hold any of these items nor take responsibility for any items left outside the Courthouse.
- Tell security staff if information on a cell phone or camera is needed as evidence in your case.

You are discouraged from bringing young children with you. If you must bring children, it is suggested you bring an adult with you to supervise them and have all items they will need to be entertained and cared for as you may be there for several hours.

Assistive devices or adaptive equipment for persons with hearing impairment/other disabilities including service/companion animals for disabled persons ARE allowed.

The Washington County Courthouse is a smoke free environment.

13. Who should I bring with me?

You only **need** to bring yourself to file for a Family Abuse Protective Order; however, you may bring anyone with you that was a witness to the incident that caused you to come to court. You may bring a friend, family member or advocate, if working with one, for support if you wish. Try not to bring anyone who may cause a disturbance.

Be sure to bring the names and full addresses for any witnesses who actually saw what happened, if they do not come with you when you file the petition. You may have them subpoenaed for the full hearing that will be scheduled if you are given the order.

14. What days can I file for a Family Abuse Protective Order?

Both the Court Service Unit and the Juvenile & Domestic Relations District Court Clerk's Office are open Monday through Friday from 8:00 a.m. until 4:30 p.m., with the offices being closed for lunch from 12:00 p.m. until 12:30 p.m.

A judge is available ONLY on Monday, Tuesday, Wednesday, and Thursday for protective order hearings.

- Call for instructions about protective orders on Fridays when the Judge is not holding Court. You can call the Clerk's Office at 276-676-6282 or the Court Service Unit at 276-676-6284.
- The offices are closed for state holidays and occasionally for inclement weather. For bad weather, call the Court Service Unit or the Clerk's Office at the above numbers.

REMEMBER: If the Court Service Unit or Court is not available, and you are in danger,

you may go to the Magistrate's Office to seek an Emergency Protective Order; the Magistrate's Office is open 24 hours a day, seven days a week.

There are NO filing fees for filing a Protective Order Petition.

15. How early can I arrive for Family Abuse Protective Order?

The Court Service Unit opens at 8:00 a.m. Monday through Friday. The Office Services Assistant at the Court Service Unit will give you instructions about filing for the protective order. It is best to get to the Court Service Unit AS EARLY AS POSSIBLE.

16. How late can I arrive for a Family Abuse Protective Order?

You must come to the Court Service Unit on Monday, Tuesday, Wednesday, or Thursday **NO LATER THAN 2:45 p.m.** in order to have your request for a protective order considered by the Judge on the same day. You must come to the Court Service Unit first.

Intake Services close at 3:45 p.m. Monday –Thursday; only emergencies are handled on Fridays.

- REMEMBER: there is not a judge available on Friday to hear your petition on the same day, you may still file the petition but the Clerk's Office will have to schedule a time for the Judge to hear the matter.
- AGAIN, if you believe you are in immediate danger and your protective order petition cannot be heard on that particular day, you can go to the Magistrate's Office, which is open 24 hours a day, seven days a week, to seek an Emergency Protective Order.

17. How long should I expect to spend at the Courthouse to file and have my protective order petition heard the same day?

You should plan on being at the Courthouse for a few hours. (Preparing your documents on the I-CAN! Virginia system may speed up the process. Go to: <https://www.vacourtformhelp.courts.state.va.us/> to begin your I-CAN! Virginia session).

- You will meet with an Intake Officer from the Court Service Unit to prepare the request for a protective order; this will include reviewing your I-CAN! Virginia documents or preparing an affidavit, which is your written statement about what happened.
- The Intake Officer will answer questions about the court process. When you have finished at the Court Service Unit, you will take your paperwork to the first floor of the Courthouse to file it with the Juvenile & Domestic Relations District Court Clerk's Office.
 - The Clerk's Office will give you instructions about when you will go in front of the judge to explain what happened and ask for the order. You need to remain at the courthouse until you have gone in front of the Judge or the

Clerk's Office has given you instructions telling you to do otherwise.

- If the Judge grants you a protective order, you **MUST STAY UNTIL** you are given a copy of the Order. Do not leave until you have a copy.

18. How do I contact Court for more info?

The Washington County Juvenile & Domestic Relations District Court Clerk's Office can be reached at 276-676-6282.

The Washington County Court Service Unit can be reached at 276-676-6284.

19. What should I do if I feel I am in immediate danger?

- If you believe you are in immediate danger, call 911 and request law enforcement assistance.
- You may also go to the Magistrate's Office to ask for an Emergency Protective Order. They are open 24 hours a day, seven days a week.
- A Virginia Family Violence & Sexual Assault Hotline is available 24 hours a day @ 800-838-8238.
- The 24-hour Child Abuse and Adult Abuse Hotline can be reached @ 800-552-7096.
- Abuse Alternatives, Inc. also provides a 24-hour Hotline and local emergency shelter to victims of domestic violence and sexual assault. The hotline number is 800-987-6499. All services are free and confidential.

20. What should I do if an Emergency Protective Order that was issued expires before I am able to have a petition for the Family Abuse Protective Order filed and heard by a Judge?

Emergency Protective Orders are usually issued for approximately 72 hours. Make every effort to get to the Court Service Unit BEFORE your Emergency Protective Order expires so you can file for a preliminary protective order.

The Magistrate's Office will not issue a new Emergency Protective Order for the same incident. If a new incidence has occurred, then a new Emergency Protective Order may be issued; you will have to complete another Affidavit about what happened and testify under oath to the Magistrate about the incident and why you need another Emergency Protective Order.

You can speak with an advocate or hotline worker, 24 hours a day, about safety planning and possible shelter stay if you believe this is necessary to stay safe, or for additional information and support. Abuse Alternatives, Inc. provides a 24-hour Hotline and local emergency shelter to victims of domestic violence and sexual assault in the Washington County area. The hotline number is (800) 987-6499. All services are free and confidential.

21. How do I contact the Magistrate's Office for more information?

Magistrates are available seven days a week, 24 hours a day, including state holidays.

The Washington County Magistrate's Office is located in the Southwest Virginia Regional Jail facility at:

- 15205 Joe Derting Drive
Abingdon, VA 24210
Phone: 276-676-6228

When you arrive at Southwest Virginia Regional Jail, enter the building through the glass double doors in the front and go to the rear of the lobby area. The office is marked Magistrate.

There are no fees for any service from the Magistrate's Office.

22. Do I need a lawyer for a Family Abuse Protective Order?

You do not need a lawyer to file for a preliminary protective order. The Court Service Unit Intake Officer will provide assistance to help you complete the necessary paperwork.

Additionally, the Victim Witness Coordinator and/or Abuse Alternatives' Court Advocate can provide assistance to help you through the process and will provide basic information to prepare you for the court hearing.

PLEASE NOTE: The Court Service Unit, the Clerk's Office, the Victim Witness Coordinator and the domestic violence advocate CANNOT give you or offer legal advice. For this reason, you may want to consider having a lawyer at the full hearing (when both parties are present and have a hearing in front of the judge); especially if the person from whom you seek protection has a lawyer. If you are interested in getting a lawyer, see below.

23. How can I find a lawyer to help me?

- **The Virginia State Bar: Virginia Lawyer Statewide Referral Service:**
1-800-552-7977. Their website is www.vsb.org
 - Information on local lawyers is also available in the yellow pages of your phone book and through the Internet.
- **Southwest Virginia Legal Aid Society, Inc.:** 1-888-201-2772.
Their website is <http://www.svlas.org>.
 - *Free legal services may be available to low-income clients who qualify for Legal Aid.* Applications can be completed by phone, toll free, at 1-888-201-2772; intake hours are Monday through Thursday from 9:00 a.m. until 4:00 p.m. and Friday from 9:00 a.m. until 12:00 p.m.

- If you are applying by phone and get a busy signal, please continue to call until you reach an intake worker; the lines stay very busy. Applications can also be completed online 24 hours a day at www.svlas.org by clicking on the “Apply for Help” link. Legal Aid can provide free lawyers to help with obtaining and enforcing protective orders, and they also can provide legal assistance with other matters related to family abuse, such as custody, support, divorce, housing, public benefits and consumer matters. This legal assistance can include in court representation as well as advice.

24. How will I know when the Protective Order is served on the person from whom I want protection?

- Contact Washington County Central Dispatch: 276-676-6277
- Contact Clerk’s Office: 276-676-6282

When a criminal charge has been filed against a person from whom you think you need protection, and that person is being held in jail in Virginia, you may check to see if the person is still in jail and you can sign up to be notified when the person is released from jail by any of the following methods:

- Online: <https://www.vinelink.com>
- Phone: 1-800-467-4943 (TTY: 866-467-4943)
- Contact Washington County Victim Witness Coordinator at 276-676-4200; a form can be filed by the Coordinator with the Regional Jail requesting you be notified when the offender/respondent is being released.

25. When is the protective order in effect?

After a hearing before the judge (this includes both when you ask for a preliminary protective order and the “permanent” protective order), a copy of the Protective Order must be personally given to the person from whom you asked for protection by a court official or law enforcement officer. Once the person receives the order (this is called personal service), it is valid.

You MUST wait after the hearing to be given a copy of the order. DO NOT LEAVE THE COURTHOUSE WITHOUT A COPY OF THE ORDER.

26. What if I am the respondent?

A respondent is the person against whom the protective order is issued. A deputy or police officer will serve you with a copy of the Protective Order.

Be sure to carefully read the Order. Be sure to strictly comply with the Order to avoid more problems, which could result in a criminal penalty such as jail time.

The Order can be dissolved or changed only by the Judge.

The Order will have a date and time for a full hearing; be sure to come to Court at least 30 minutes ahead of the time of Court to park and go through security. At the hearing, you will have a chance to tell your side of the story to the judge.

You have the right to hire an attorney if you want; HOWEVER, the Court CANNOT appoint you an attorney for a Protective Order matter. Those working in the court system (court service, clerks, judge, etc.) cannot give you legal advice.

27. What should I do if the Protective Order is violated?

If your protective order is violated, and you are in danger, immediately call 911 and tell them that you have a protective order and you feel you are in danger because the abuser is violating the order.

You can also contact Washington County Central Dispatch at 276-676-6277 to report that your protective order is being violated. You also can go to the Magistrate's Office to ask that a warrant be filed against the person for violating the order. If you have an attorney, be sure to notify her/him. You may also notify the Clerk's Office.

28. What if I need to move after my Protective Order is entered?

If you move or travel within the state or anywhere else in the country including United States territories and Indian tribal lands, your protective order will still be valid.

If you are thinking about moving or traveling you may want to contact the National Center on Full Faith and Credit at 1-800-903-0111 for more information.

Please notify the Washington County Juvenile & Domestic Relations District Court Clerk's Office if you move or have a change of address.

If you move to another state or are moving to Washington County, Virginia from somewhere else where you have been given a protective order, you can register this order with the court where you will be living. Contact the Clerk's Office in the area.

29. Where else can I get help?

- ***Abuse Alternatives, Inc.:*** Free and confidential 24-hour Hotline and local emergency shelter services available; 1-800-987-6499.
- ***Abuse Alternatives, Inc.:*** Outreach Coordinator/Court Advocate, 276-628-6940.
- ***District Three Abuse in Later Life Program:*** Free and confidential assistance for adults aged 50 and over including emergency financial assistance, court advocacy assistance, support services, contact at 276-791-4596
- ***Virginia Family Violence & Sexual Assault Hotline:*** 1-800-838-8283.

- **Washington County Domestic Violence Officer:** 276-676- 6031 or 276-676-6000.
- **Washington County Central Dispatch:** 276-676-6277.
- **Highlands Community Services Board/Project Jane:** 855-426-5263 or 276-525-1550.
- Dial **2-1-1** for referral services.

30. What are some other resources for assistance?

- Abingdon Housing Authority: 276-628-5661
- Abortion Alternatives & Crisis Pregnancy Center: 423-968-4673
- Bristol Housing Authority: 276-642-2001
- Crisis Hotline: 1-866-953-0484
- District Three Governmental Cooperative: Assistance for adults aged 60 and over including Home Delivered Meals, Care Management, Medical Transportation, Chore Services, Emergency Financial Assistance. Contact 1-800-541-0933 or email info@district-three.org
- Faith in Action: 276-628-4813
- Highlands Fellowship Church: 276-628-3297
- People Incorporated: 276-623-9000
- Section Eight Rental Assistance: 276-628-9000
- Southwest Virginia Legal Aid Society: 1-866-534-5243 or 1-888-207-2772; <http://www.svlas.org>
- Suicide Hotline: 1-800-273-8255
- Virginia Family Violence & Sexual Assault Hotline: 1-800-838-8238 (24 hours a day) 24-Hour Hotline: 1-800-987-6499 (includes linkage to language line interpreting services for non-English speaking callers; TTY 423-652-9750)
- Washington Co. Commonwealth's Attorney Office: 276-676-6291
- Washington Co. Department of Social Services: 276-645-5000 or 276-623-2661
- Washington Co. Domestic Violence Officer: 276-676-6000 or 276-676-6031

31. Where are computers the public can use?

- **Virginia Highlands Community College Library**
100 VHCC Drive
Abingdon, VA 24210
Phone: 276-739-2542
 - Library Hours: Mon-Thurs 8:00 a.m. to 9:00 p.m.; Fri 8:00 a.m. to 5:00 p.m.; Sat 11:00 a.m. to 3:00 p.m.
 - The college and library are closed for state holidays.
 - The Library has 16 computers available for public access and there is no fee at this time for computer use or printing.
- **Southwest Virginia Higher Education Center**
One Partnership Circle
Abingdon, VA 24212
Phone: 276-619-4300

- Take Exit 14 from I-81 and go past first entrance to Virginia Highlands Community College and follow street to parking lot at bottom of roadway. Go to the front desk of the Higher Education Center. You will be asked to leave your keys and you will be given a swipe card to enter the lab.
 - Hours: Mon through Sat from 7:30 a.m. – 10:00 p.m.
 - You must take your own paper for printing or purchase a package of 25 sheets for twenty-five cents.
 - There is no other fee for use of the computer/lab area.
- **Washington County Public Library**
 205 Oak Hill Street
 Abingdon, VA 24210
 Phone: 276-676-6233
- Library Hours: Mon-Thurs 9:00 a.m. to 8:00 p.m.; Fri-Sat 9:00 a.m. to 5:00 p.m.; Sun 2:00 p.m. to 5:00 p.m.
 - Closed all state and federal holidays
 - 11 public computers available; if you have a library card, you can log on with your card. If you do not have a library card, the desk can issue a day pass for no cost.
 - Library staff is available to give assistance with logging on and using the computers.
 - Print cost is 15 cents per page for black /white; 50 cents for color.
 - There is a 2 hour time limit for using library computers with extensions available.
- **Hayter's Gap Public Library**
 7720 Hayter's Gap Road
 Abingdon, VA 24210
 Phone: 276-944-4442
- Located in the old Hayter's Gap Elementary School
 - Hours: Tues and Thurs 10:00 a.m. – 6:00 p.m.; Wed 11:00 a.m. – 5:00 p.m.; Fri 11:00 a.m. - 5:00 p.m.; Sat 9:00 a.m. – 1:00 p.m.
 - Library has four computers available. You must have library card. No limit on amount of time on computer.
 - Costs: 15 cents per page for black/white; 50 cents per page for color.
- **Damascus Public Library**
 310 Water Street
 Damascus, VA 24236
 Phone: 276-475-3820
- Located on Water Street, behind Old Rock School
 - Hours: Mon, Wed and Fri 9:00 a.m. – 5:00 p.m.; Tues and Thurs 11:00 a.m. – 6:00 p.m.; Sat 9:00 a.m. – 1:00 p.m.
 - Library card needed or ask for a visitor's pass at the help desk.
 - Library has 10 computers available. There is a two-hour time limit on computer use.
 - Costs: 15 cents per page for black /white; 50 cents per page for color.
- **Mendota Branch Public Library**
 2562 Mendota Road
 Mendota, VA 24272

Phone: 276-645-2374

- Hours: Tues, Wed and Thurs 10:00 a.m. – 6:00 p.m. and Sat 9:00 a.m. – 1:00 p.m.; Closed Sun, Mon, and Fri.
- Computer access closes 1/2 hour before the library closes.
- Library card needed to access Internet. Visitor's pass available only for persons from out of town who are passing through town.
- Cost: 15 cents per page for black /white; 50 cents per page for color.

➤ **Glade Spring Public Library**

305 North Glade Street

Glade Spring, VA 24340

Phone: 276-429-5626

- Hours: Tues – Thurs 10:00 a.m. – 6:00 p.m. (computer access closes at 5:30 p.m.); Fri 9:00 a.m. – 5:00 p.m. (computer access closes at 4:30 p.m.); Sat 9:00 a.m. – 1:00 p.m.
- A library card is not required. Ask the help desk for a library pass; you will be given two hours of computer use.
- Library has six computers with 2-3 available at all times.
- Busiest time for computers is after 4:00 p.m.
- Cost: 15 cents per page for black/white; 50 cents per page for color.

➤ **Kelly Library--Emory & Henry College Campus**

30480 Armbrister Drive

Emory, VA 24237

Phone: 276-944-6208

- Hours: Mon-Thurs 7:30 a.m. - Midnight; Fri 7:30 a.m. – 5:00 p.m.; Sat 10:00 a.m. – 5:00 p.m.; Sun 2:00 p.m. – Midnight
- Summer Hours: Mon - Fri 8:00 a.m. – 4:00 p.m.; Closed on Sat and Sun. During summer school session, the library is open until 6 p.m. on Mondays and Thursdays.
- Closed for breaks: Easter, Memorial Day, and July 4th, Thanksgiving, Christmas, and New Year's Day.
- Schedule changes are posted on the following link:
<http://www.ehc.edu/academics/resources/kelly-library/about-kelly-library/hours/>
- Cost: 10 cents per page for black/white; 50 cents per page for color.
- You must ask for a guest pass to have access to the computers. You will need a photo ID.

32. How do I delete webpage history?

Delete as you browse the web the webpage history:

Your computer stores information about the websites you visit as you browse the web. If you are in an abusive situation, you may consider deleting certain websites from your browser history for safety reasons.

Note: Deleting all browsing history does not delete your list of favorites or subscribed feeds. It only deletes temporary files, browsing history, cookies, saved form information, and saved passwords.

If you are using-

- **Internet Explorer:**
 1. In Internet Explorer, click the Tools button and select internet options, then on the general tab go down to the browsing history section and click the delete button.
 2. Select the boxes beside all of the things you would like deleted, including the history, click delete and click apply before exiting internet options.
- **Chrome:**
 1. Click the Chrome Menu icon in the top right corner of the browser window.
 2. Select History. Select Clear browsing data.
 3. Click the Remove selected items button below the blue bar at the top of the page. Click OK when the confirmation window appears. From the menu select the history you want deleted; to clear the entire browsing history, select beginning of time.
 4. Check the boxes for the data to be cleared, including "browsing history," and click the button clear browsing data.
- **Mozilla Firefox:**
 1. Select menu and either click new private window to continue browsing privately or click history. If you choose history, click the clear recent history and select how far back you would like to delete and click clear now.